

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**In the application of** : HESSION, Patrick  
**Serial No.** : 10/743,971  
**Filed** : December 23, 2003  
**For** : Directing Contacts Between An End User  
and A Contact Center Agent  
**Examiner** : SMITH, Creighton H  
**Art Unit** : 2614  
**Customer number** : 23644

**RESPONSE TO OFFICE ACTION MAILED OCTOBER 2, 2007**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Office Action mailed October 2, 2007, the applicant makes the following submission: